

## Job details

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<b>Bulletin Number</b>	24821BR
<b>Type of Recruitment</b>	Interdepartmental Promotional Opportunity
<b>Department</b>	Internal Services
<b>Position Title</b>	ADMINISTRATIVE MANAGER 13, ISD
<b>Additional Title</b>	FACILITIES OPERATIONS
<b>Exam Number</b>	W1082Z
<b>Filing Type</b>	Standard
<b>Filing Start Date</b>	08/29/2013
<b>Filing End Date</b>	09/25/2013
<b>Filing End Time</b>	5:00 pm PST
<b>Salary Type</b>	Monthly
<b>Salary Minimum</b>	\$8,915.76
<b>Salary Maximum</b>	\$13,494.72
<b>Special Salary Information</b>	<b>Management Appraisal of Performance Plan (MAPP):</b> This position is subject to the provisions of the Management Appraisal of Performance Plan (MAPP). Initial salary placement and subsequent salary adjustments will be made in accordance with MAPP guidelines and regulations.
<b>Benefits Information</b>	<b>Non-Represented Employees</b> • Cafeteria Benefit Plan • Defined Contribution Retirement Plan • Deferred Compensation & Thrift Plan • 11 Paid Holidays • Generous Vacation and Sick Leave Benefits • Flexible Work Schedules
<b>Position/Program Information</b>	Manages a division within a Service of the Internal Services Department, Facilities Operations Service with responsibility for planning, organizing, business development and directing its services and products. Positions allocable to this class work under the direction of the General Manager of the Service. The size of the organizational operation managed will depend on the scope and complexity of the function assigned.
<b>Essential Job Functions</b>	<p>Directs, coordinates, and manages the daily operations of ISD's Maintenance and Operations Division, Alterations and Improvement Division, or Custodial Services Division, which includes the work of subordinate staff.</p> <p>Directs the personnel, fiscal, and other administrative functions of a division.</p> <p>Establishes and maintains effective working relationships and develops new business with other County departments, customers, governmental agencies, and the public.</p>

Directs the development and implementation of changes in organization, resolution of work problems, staffing, work distribution, and management information systems in order to increase effectiveness and efficiency to reduce administrative costs of the Division and department.

Administers, plans, develops, and evaluates service delivery and other programs and systems.

Assists in formulating department policy, directing its execution and evaluating the work accomplished.

Assists in planning and developing strategic plans and goals, management concepts, objectives, policies, projects, and systems to carry out the work of the department.

Responsible for the preparation and administration of the Division budget.

Acts for the General Manager of the Service in the latter's absence.

**Requirements**

**SELECTION REQUIREMENTS:** Three years of experience in the service of Los Angeles County at the level of a Section Manager, Facilities Operations, ISD,\* Manager II, Facilities Operations and Crafts,\*\* Section Manager, Custodial Services, ISD,\*\*\* or higher, managing facilities operations, building maintenance or custodial grounds maintenance including the budget, personnel, fiscal, and other related administrative functions.

**Physical Class**

**Physical Class II – Light:** Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

**License(s)  
Required**

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

**Desirable  
Qualifications**

- Demonstrated experience in collaborating and coordinating joint ventures within the department and with other County departments and districts, or other public and private entities.
- Demonstrated experience providing successful customer service to client departments and maintaining effective relations with clients, contractors and vendors.
- Demonstrated experience in developing master schedules, project costs estimates, contract negotiation and development, purchasing and/or authorizing the purchase of building materials and supplies.
- Strong strategic planning, project management, and organizational skills, as well as the ability to handle tasks and meet critical deadlines.
- Strong knowledge of the principles and practices of management, supervision and training of staff.

- Strong analytical and problem solving skills to effectively analyze and resolve issues and challenges.
- Strong negotiation and conflict resolution skills.
- Exceptional leadership and team building skills.
- Exceptional oral communication skills to succinctly communicate information and ideas effectively, including strong public speaking skills.
- Exceptional writing skills to appropriately construct, develop, and edit clear and effective memos, letters, directives, etc.

### **Special Requirement Information**

\* Section Manager, Facilities Operations, ISD is defined as an individual who manages the activities of a building crafts or power plant operation, or an energy management section.

\*\* Manager II, Facilities Operations and Crafts is defined as an individual who has immediate charge of a medium-sized facilities operations and building crafts program in a medical facility, a facilities operations and building crafts program for a large geographic area, or a section providing specialty crafts services Countywide; or acts as first assistant to a Manager IV, Facilities Operations and Crafts.

\*\*\* Section Manager, Custodial Services, ISD is defined as an individual who manages all custodial functions and activities of a district or section.

### **Examination Content**

This examination will consist of an Appraisal of Promotability (AP) evaluating Management and Administrative Skills, Knowledge and Skills in the Field, Analytical and Problem Solving Skills, Oral and Written Communication Skills, Customer Service and Interpersonal Skills, and Supervision and Leadership Skills weighted at 100%. **Candidates must achieve a passing score of 70% or higher in order to be placed on the Eligible List.**

### **Special Information**

A thorough background investigation (including fingerprint search and reference verification) will be required of candidates. Candidates who are found to be unsuitable for employment as an Administrative Manager 13, ISD (Facilities Operations) will be removed from the certification list pursuant to Civil Service Rule 6.04.

### **DISQUALIFYING FACTORS INCLUDE, BUT ARE NOT LIMITED TO :**

- Felony convictions.
- Certain job-related misdemeanor convictions.
- Certain serious traffic convictions or patterns of traffic violations (e.g. 4 or more moving violations within the past 2

years, failure to appear, at-fault accidents and driving under the influence).

- Illegal use of certain controlled substances.
- Poor employment history.

**Vacancy Information**

The resulting Eligible List for this examination will be used to fill vacancies in the Facilities Operations Service of the Internal Services Department located at 1100 N. Eastern Avenue, Los Angeles, CA 90063

**Eligibility Information**

The names of candidates receiving a passing grade in the examination will be placed on the eligible list in the order of their score group for a period of twelve (12) months following the date of promulgation. **PASSING THIS EXAMINATION AND BEING PLACED ON THE ELIGIBLE LIST DO NOT GUARANTEE AN OFFER OF EMPLOYMENT.**

**Job Opportunity Information**

**Restricted to permanent employees of the County of Los Angeles who have successfully completed their initial probationary period and meet the qualifying requirements. Applicants must indicate their department name on the employment application.**

**Verification of Experience:** Experience gained in a position performing similar kinds of work which provides the knowledge, skills, and abilities required for the higher level position will be accepted. Experience claimed will be verified and evaluated to determine if the type, level or length of experience is qualifying. Applicants must supply sufficient information for this evaluation to be made. Applicants claiming such experience in County service must present, at time of filing, written proof of this experience in a Verification of Experience Letter approved by their Departmental Human Resources Manager or authorized representative. Credit will only be given for out-of-class experience to meet the selection requirements only.

**Withhold Information:** Permanent employees who have completed their initial probationary period and hold a qualifying payroll title may file for this examination if they are within six months of meeting the experience requirements by the last day of filing. However, the names of such employees will be withheld from the certification list until the required experience is fully met.

**Application and Filing Information**

All applicants for this exam are required to submit a standard Los Angeles County employment application. **ALTHOUGH A RESUME MAY BE ATTACHED, IT WILL NOT BE ACCEPTED AS A SUBSTITUTE FOR THE LOS ANGELES COUNTY EMPLOYMENT APPLICATION.**

The acceptance of your standard Los Angeles County Employment Application depends on whether you have clearly shown that you

meet all of the Selection Requirements. **Completely and correctly fill out every portion of your application to receive credit for all relevant experience, education or training according to the Selection Requirements and Desirable Qualifications.** Fully address any desirable qualifications that you meet, if applicable. For those applying in person or by mail, if additional space is needed to list job experience on the employment application, attach additional sheets to your application. These sheets must be in the same format as shown on the job application, in the "Work Experience" section include job payroll title, salary, employer information, employment dates, etc.). INCOMPLETE OR INACCURATE APPLICATIONS, OR THOSE LACKING REQUIRED DOCUMENTATION, WILL BE REJECTED.

**All information supplied by applicants is subject to verification.** We may reject your application at any time during selection process. Falsification of any information may result in disqualification or rescission of appointment.

File using **ONE** of the methods below:

#### **FILING ONLINE**

We encourage you to apply online by clicking on the tab above or below this bulletin that reads Apply to Job so you can track the status of your application and get notified of your progress by email.

We must receive your application by 5:00 p.m. Pacific Standard Time, on the last day of filing.

**NOTE : NO ATTACHMENTS MAY BE APPENDED TO YOUR ON-LINE APPLICATION ONCE YOU PRESS "SUBMIT."** Any documents (Degrees, certifications, etc.) you wish to provide must be uploaded as attachments **BEFORE** submitting your on-line application.

If you are unable to upload your attachments, please click on the help link for technical assistance, or go to:

<http://dhrdcap.co.la.ca.us/eHR/HelpSubmit.aspx>

**SOCIAL SECURITY NUMBER:** All applicants must enter a valid social security number at the time of filing. Entering anything other than a valid social security number (i.e. 000-00-0000, 111-11-1111, etc.) will result in an automatic rejection of your application.

**COMPUTER AND INTERNET ACCESS AT LIBRARIES:** For candidates who may not have regular access to a computer or the internet, applications can be completed on computers at public libraries throughout Los Angeles County.

#### **FILING BY U.S. MAIL OR IN PERSON**

We must receive your completed application at the address below by 5:00 p.m., Pacific Standard Time, on the last day of filing.

**Submit completed application in person or by U.S. Mail to the following address:**

INTERNAL SERVICES DEPARTMENT

Human Resources Division  
1100 N. Eastern Ave. , Trailer Annex  
Los Angeles , CA 90063  
Tel. (323) 881-4687  
Mon - Thurs (This facility is closed on Fridays)

**County of Los  
Angeles  
Information**

**View details regarding Employment Eligibility Information, Social Security Act of 2004, Records of Convictions, Veterans Preference Credit, Los Angeles County Child Support Compliance Program, Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act by clicking on the link below:**

[COUNTY OF LOS ANGELES BULLETIN INFORMATION](#)

**OR**

Visit <http://hr.lacounty.gov> to view the above information. Click on Job Info Center Tab, and then click on County of Los Angeles Bulletin Information link under Some helpful links section.

**Equal Employment Opportunity:** It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

All positions are open to qualified men and women pursuant to the Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act.

The County will make reasonable accommodations.

<b>Department Contact Name</b>	Martha Sandoval
<b>Department Contact Phone</b>	(323) 881-4687
<b>Department Contact Email</b>	msandoval@isd.lacounty.gov
<b>ADA Coordinator Phone</b>	(323) 267-2432
<b>Teletype Phone</b>	(800) 897-0077
<b>California Relay Services Phone</b>	(800) 735-2922
<b>Alternate TTY Phone</b>	(800) 899-4099
<b>Job Field</b>	Administration
<b>Job Type</b>	Professional

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